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Illinois State Police

Communications

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What Is A Telecommunicator?

A Telecommunicator serves as the central coordination point between police officers, emergency services and the public. Two-way radio is used to dispatch calls for service, coordinate emergency and non-emergency police activities and provide vehicle and driver information to law enforcement officers. The Telecommunicator must quickly obtain all of the important facts related to an incident and dispatch the necessary police, fire, or emergency medical service units. Telecommunicators rely on computers to track incidents, monitor the officer's status and retrieve criminal, vehicle and driver's information from state and national data bases. Telecommunicators must be able to work in a high-energy environment and willing to serve as the communications life-line for the public and criminal justice personnel.

Looking For A Job With Potential For Advancement?

TELECOMMUNICATOR TRAINEE: This position serves as the entry level position for advancement to Telecommunicator/Call Taker upon completion of an extensive training program.

TELECOMMUNICATOR/CALL TAKER: The position trainees advance to upon successful completion of the training program.

TELECOMMUNICATOR LEAD CALL TAKER: (or Lead Worker) takes the lead role on a shift, providing direction and guidance to co-workers during the handling of difficult emergency situations. The Lead Worker also assists the Supervisor with other duties as needed.

TELECOMMUNICATIONS FIELD SPECIALIST: Provides several different level computer classes for LEADS (**L**aw **E**nforcement **A**gencies **D**ata **S**ystem) to criminal justice personnel throughout the state. Field Specialists also provide fingerprint training and conduct agency audits of LEADS files and criminal history record files. Telecommunicator/Call Taker, Lead Call Taker may apply for this position.

TELECOMMUNICATION SUPERVISOR: Manages the overall operations of the communications center. This includes evaluation of Telecommunicator performance, training, scheduling, ensuring efficient operation during routine and extraordinary situations and many other duties. Any of the previous titles (except trainee) may apply for this position.

Salary

Telecommunicator Trainee salary starts at $1929 per month. When training is successfully completed (six months to one year), promotion to Telecommunicator/Call Taker occurs.

Telecommunicator Trainee $1929 - $2640
Telecommunicator/Call Taker $2288 - $3205
Telecommunicator Lead Call Taker $2500 - $3549
Telecommunicator Field Specialist $3059 - $4437
Telecommunication Supervisor $2641 - $4761

Job Requirements

Potential employees must have a high school diploma or equivalent. Each applicant must have a clear speaking voice, good vision and hearing. They must be able to work assigned shifts, weekends, and holidays. Each applicant must demonstrate typing skills of at least 35 words per minute. Telecommunicator trainees must successfully complete the training program within 12 months. The applicant must be fingerprinted and pass an agency security check.

Schedule

The Illinois State Police provides service 7 days a week, 24 hours per day. This requires the Telecommunicator to work a variety of shifts and holidays. Shift assignments (days, evenings, or midnights) depends on the communications center's needs and employee seniority. Employees working shifts other than days are monetarily compensated with shift differential bonus pay. Holiday time is compensated at time and one half except for Thanksgiving and Christmas days, which are double time if worked.

Benefits

Numerous benefits are provided to each employee including:

1. State paid life, health and dental insurance
2. 12 paid sick days per year
3. 12 paid holidays per year
4. 3 personal business days per year

5. Paid vacation
6. Federal credit union
7. Retirement system
8. Time and one half overtime
9. Shift differential bonus pay
10. Deferred compensation plan
11. In-house training programs

How Do I Apply For Telecommunicator Trainee?

You must pass the Telecommunicator Trainee Examination:

Locations:

State of Illinois Bldg.
Dept. of Central Management Services
Chicago, IL 312-793-3565

Central Management Service
Stratton Building
Springfield, IL 217-782-6921

Central Management Services
Rockford, IL 815-987-7004
(By appointment only)

Central Management Services
Champaign, IL 217-244-1012

Central Management Services
Marion, IL 618-993-7005
(By appointment only)

The test consists of typing, reading and listening comprehension and name and number comparison.

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You will receive your grade in the mail.

As openings are available, potential applicants will be notified via mail of an interview date and time.

Once all interviews are completed, the successful applicant will be notified via telephone.

Need More Information?

If you would lik e more information about the challenging Telecommunicator position, please contact:

Illinois State Police, Division of Administration
Communications Services Bureau
Recruitment Coordinator
501 Sangamon
Springfield, Illinois 62702,
(217) 782-7345

or your nearest Illinois State Police headquarters. We will be happy to provide more details and answer any questions you may have.

You may also visit our website at
www.state.il.us/isp/csb/jobop.htm

The Illinois State Police welcomes you to join this select group of fast-paced, high-energy telecommunications professionals.
Come join us!

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Printed by the Authority of the State of Illinois
ISP Central Printing Section
ISP 2-472 (8/00) 3M